NMRN Ticket System Solution Project- Selection Questionnaire of Competitive Dialogue Clarifications & Responses Issue 1

Q1- Our technical department have reviewed the tender documentation issued relating to the NMRN Ticket System Solution. We have a product which we could adapt to meet the requirements outlined in the document but this would take a period of 4-5 months. Please can you advise if this could work with your anticipated mobilisation period or if this would preclude us from the tender process.

- At this time the NMRN have not disclosed our implementation timeline, as at this point of the tender process we're only assessing interested bidders of their present/previous experience that may follow our proposed scope of requirement. The implementation will be explored further in the Competitive Dialogue with the shortlisted suppliers.

Q2- At the supplier open day you talked about accepting bids in lots. Should we only want to bid for the e Commerce component of the requirements, how should we respond to those questions that relate specifically to areas where we don't intend to bid, i.e. POS and others?

- The NMRN have considered this, this has been discussed and we are seeking a single solution that is able to fulfil our key functionalities, with ticketing being the most critical of this, with partners/sub-contractors that integrate within that solution if it is not as part of the 'standard package'

Q3- If we have a pre-existing integration to third party that addresses some of the business areas where we do not intend to bid should we include a description of this in the appropriate sections or as separate lots as above?

Please indicate this either via the sub-contractors list as specified in Section 1.2 or use the tick boxes or response boxes as required.

Q4- Are you able to share the current average conversion rate for your ecommerce solution?

This is not required to be shared at this stage, as the SQ is about your present/previous work.

Q5- Can you please confirm the split between walk up and online / advance sales at PHD and the Remote sites

This is not required to be shared at this stage, as the SQ is about your present/previous work.

Q7- The question 6.4.1 there is a note to refer to supplying information in answer contained within Section 1 - however there is no area in Section 1 to detail this - please advise?

- This refers to Section 1 and specifically Section 1.2 a-b in regards to naming sub-contractors

Q8- Would NMRN accept our credit rating report, if it isn't Experian, or does it have to be Experian specifically?

- Evidence of a credit report should be equivalent or better to Experian with a clear indication of the credit score and how it is measured similar to Experian own scoring system.
- Those shortlisted for the Competitive Dialogue will be credit checked as part of due diligence prior to award notices being issued.

Q9- Please can you define what 'menu bursting' means?

- It is all around components of a food item – aka a sandwich might have 2 slices of bread, 1 slice of ham – menu bursting means that the solution would be able to track inventory for one product across a number of ingredients. The NMRN are seeking if you've been able to provide this before for clients. If this has a different name within your system please place this within your response.

Q10- Please can you expand on question 6.8.5?

- This question is in relation to scanning common products with their SKU barcode, for example does the solution proposed provided a way for your clients with multi-sites to distinguish inventory/stock levels from these common products.

- As currently if we scan for example a bottle of Pepsi Max at one of our catering units it at present the system cannot distinguish between our sites, therefore a manual stock control is used instead, we'd like to understand if your proposed solution has resolved this issue previously.

Q11- The standard selection questionnaire in Annex A transitions directly from Part 3 to Part 5. Is Part 4 omitted, or is there simply a typographical error where Part 5 should actually be labelled as Part 4?

- It is an error in the number formatting, thank you for pointing this out.

Q12- Gift aid - The current sales funnel for Portsmouth Historic Dockyard does not show a specific question on Gift Aid. Could you please confirm if there's any specific structure in which you would want Gift Aid to be offered (visual and payment manner)? And would you require any specific additional information for reconciliation, added to the standard - name, full address, telephone number and email address?

- This is within question 6.2.4, as we're asking how have you provided this to your current clients at this time. In the next phase of the Competitive Dialogue there will be more specific questions relating to PHD. At this stage the SQ is only looking at a suppliers capability, capacity, compliance and experience for this project in accordance with the PCR2015 Regulations.

Q13-Insurance - What document, if any, should be included?

- Please provide the references to the document as stated within the ITT, their expiry dates and if you hold the relevant insurances level. As the question states "Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract at the FDS Stage, the levels of insurance cover indicated below:"

Q14- What category of sub-contractors should be considered in question 1.2 (b)? i.e., staffing, scanners, payment providers, softwares, etc.

- All sub-contractors that you propose to use for this project is selected to take part in the Competitive Dialogue. You're welcome to use the existing box within 1.2(b). However if there is not enough space please put this on a separate document with the same level of detail as the original table.

Q15- What type of financial guarantee is being considered in question 5.2? Is this mandatory if insurance is already supplied?

- As the question states 'if necessary' which at this stage it is not, as insurances and credit checks will be our measure. The NMRN may also look up at each bidder on Companies House as part of due diligence checks.

Q16- Where should the preferred supplier for payment solution details (Question 6.4.1) be added in Section 1? Would this be considered as part of the sub-contractors list?

- Yes, this is correct. Please see response to Q14

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Q17- When referring to examples of a case we had to provide a client with either a ticket or

retail/catering options where multiple disbursements were required, do you mean multiple

payment instalment options? i.e., Buy Now Pay Later options (Klarna)

- When the NMRN mention disbursements, we mean sharing Sales/Receipts out to multiple beneficiaries e.g.
- X% to Beneficiary A
- Y% to Beneficiary B
- Z% to Beneficiary C etc etc.
- Totalling to: 100%. The three is merely an example, as the NMRN may require more than that for future proofing.
- The disbursement needs to also work for VAT and Gift Aid purposes.
- In the response we'd like to understand have you worked with current or previous clients with a similar arrangement or capable of doing this.

Q18- Please can you clarify what you would like to achieve with the on/off timed entry slots for capacity managed site/attraction/catering offering.

- Some of our events, attractions and museums require timed entry slots (booking slots) that go on and off sale at certain times during the working day or the day before. For example, web sale slots are removed 24 hours before the next day to protect income We are seeking within the SQ response if you have provided similar services current or previous clients, as time slots for capacity were quite prevalent during re-opening after COVID-19 pandemic for visitor attractions.

Q19- What is meant by 'extended to new opportunities' in 6.7.1 – what are the opportunities please?

- This is to ask does your solution enable custom functionality to allow a client to expand their event management further if they've taken on a new site, or commercial opportunity and the solution can be directly managed to add this, rather than requiring a ticket being raised with the system provider.

SQ Submission Deadline is Midday Friday 19th April 2024.

All submissions are to be sent to tenders@nmrn.org.uk

Submissions will receive a receipt email acknowledging their email within 15-30 minutes.

If you require to send a link such as WeTransfer or Dropbox or multiple emails to send your tender submission pack documentation then please state this within your submission email.

Late submissions will not be accepted.